

State of Delaware GuidanceResources® Employee Assistance Program (EAP)



Stay Ahead of Performance, Productivity and Health Issues

COMPSYCH®
GuidanceResources® Worldwide

Agenda

- ComPsych Overview
- Program and Service Review
- Additional Services for Managers & Supervisors
- Communications
- The GuidanceResources Experience
- Accessing Services

ComPsych Overview

World's largest provider of EAP services

- Founded in 1984 and privately owned
- Pioneer of fully integrated counseling, legal, financial, work-life and wellness services
- 24-hour service centers staffed by dedicated clinical, legal, financial, wellness, absence-management, behavioral and work-life experts
- Best-in-class network and industry-leading services and tools that ensure quality care and barrier-free access
- 35-year track record of mental health excellence, leading to superior growth, performance and stability



The State of Delaware GuidanceResources® Employee Assistance Program

GuidanceResources allows us to be the State of Delaware's single source for:

- Confidential consultation on personal issues (5)
- Online information, resources and tools
 - GuidanceResources Online
 - CCBT myStrength
 - Interactive Digital Mental Health Tools
- Legal information and resources
- Financial information, resources and tools
- Information, referrals and resources for work-life needs
- ID Resources
- Trainings
- U.S. Department of Transportation (DOT) Substance Abuse Professional Services
- Fitness For Duty
- Supervisor Consultations
- Critical Incident Stress Management

Contact Us... Anytime, Anywhere
No-cost, confidential solutions to life's challenges.

Confidential Emotional Support
Our highly trained clinicians will listen to your concerns and help you or your family members with any issues, including:

- Anxiety, depression, stress
- Grief, loss and life adjustments
- Relationship/marital conflicts

Work-Life Solutions
Our specialists provide qualified referrals and resources for just about anything on your to-do list, such as:

- Finding child and elder care
- Hiring movers or home repair contractors
- Planning events, locating pet care

Legal Guidance
Talk to our attorneys for practical assistance with your most pressing legal issues, including:

- Divorce, adoption, family law, wills, trusts and more
- Need representation? Get a free 30-minute consultation and a 25% reduction in fees.

Financial Resources
Our financial experts can assist with a wide range of issues. Talk to us about:

- Retirement planning, taxes
- Relocation, mortgages, insurance
- Budgeting, debt, bankruptcy

Online Support
GuidanceResources® tools and support. Look for:

- Articles, podcasts
- On-demand training
- "Ask the Expert" program

Identity Theft Solutions
We can help you repair tools such as:

- Support from legal
- Counseling to address
- Work-life assistance

Interactive Digital Mental Health Tools
Our digital self-care platform includes:

- Guided programs of depression, anxiety, stress, anger, grief, loss, and more
- Personalized support
- Secure access through your mobile device

COMPSYCH
GuidanceResources® Worldwide

Your ComPsych® GuidanceResources® program offers someone to talk to and resources to consult whenever and wherever you need them.

Call: 877.527.4742
TTY: 800.697.0353

Your toll-free number gives you direct, 24/7 access to a GuidanceConsultant™, who will answer your questions and, if needed, refer you to a counselor or other resources.

Online: guidanceresources.com
App: GuidanceNow™
Web ID: State of Delaware

Log on today to connect directly with a GuidanceConsultant™ about your issue or to consult articles, podcasts, videos and other helpful tools.

24/7 Support, Resources & More

GuidanceResources®

For Managers/Supervisors: Your GuidanceResources® Program

What is the GuidanceResources® Program?
The GuidanceResources® Program is provided by ComPsych® Corporation and offers counseling, legal and financial consultation, work-life assistance and crisis intervention services to employees and their dependents free of charge.

Why provide the GuidanceResources® Program?
The GuidanceResources® Program offers counseling, guidance and tools for emotional, financial, legal and other issues. Helping employees and their dependents ensures that these issues don't spill over into the workplace and harm productivity or morale.

Is the service confidential?
Yes, the GuidanceResources® Program is strictly confidential. No information about participation in the program is provided to the employer.

Why should managers/supervisors use the GuidanceResources® Program?
The GuidanceResources® Program is a national resource when an employee expresses concerns over or suffers performance problems due to a personal issue. As a manager/supervisor, it is not your job to be a professional counselor or therapist. The GuidanceResources® Program can handle that for you.

Under what circumstances might a manager/supervisor refer an employee to the GuidanceResources® Program?
All employees can experience personal difficulties that can impact their performance at work. As a manager/supervisor, you can suggest the GuidanceResources® Program to an employee as a confidential resource provided at no charge.



Here when you need us.
Call: 877.527.4742 TTY: 800.697.0353
Online: guidanceresources.com
App: GuidanceNow™
Web ID: State of Delaware

Why might an employee or his/her dependents use the services of the GuidanceResources® Program?
There are many reasons for employees to take advantage of these services, including when they:

- Are feeling overwhelmed by balancing work and family
- Are experiencing stress, anxiety or depression
- Are dealing with grief and loss
- Need assistance with child or elder care
- Have legal or financial questions
- Have concerns about substance abuse for themselves or a dependent

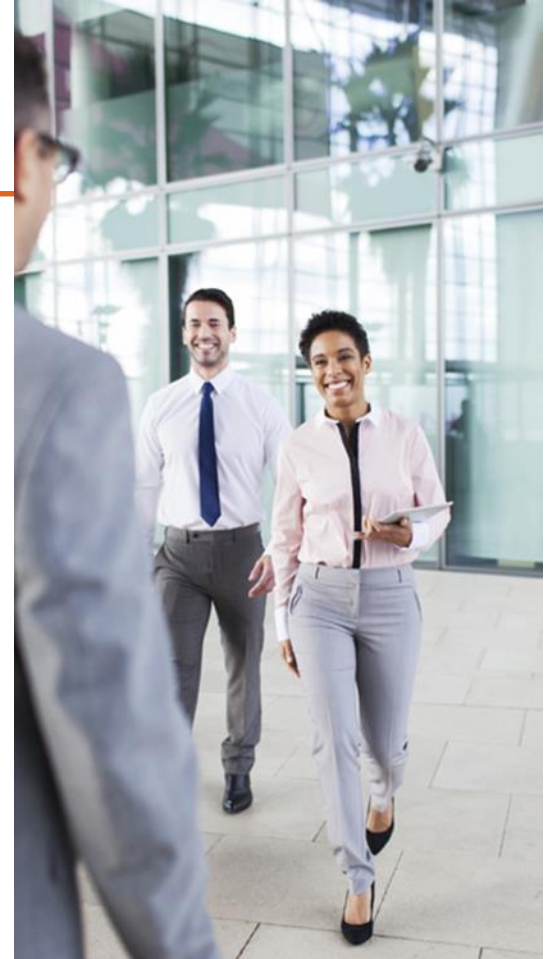
What happens when employees call the GuidanceResources® Program?
When employees call, they will speak with a GuidanceConsultant™, a master's- or PhD-level counselor who will collect some general information and will talk with them about their needs. The GuidanceConsultant™ will provide the name of a counselor who can assist them.

Can employees' children use the EAP?
Yes. The GuidanceResources® Program is a confidential benefit for employees and their household family members.

Confidentiality

- The program is strictly confidential
- Records are maintained by ComPsych
- General employer reporting: Summary of number of requests for assistance



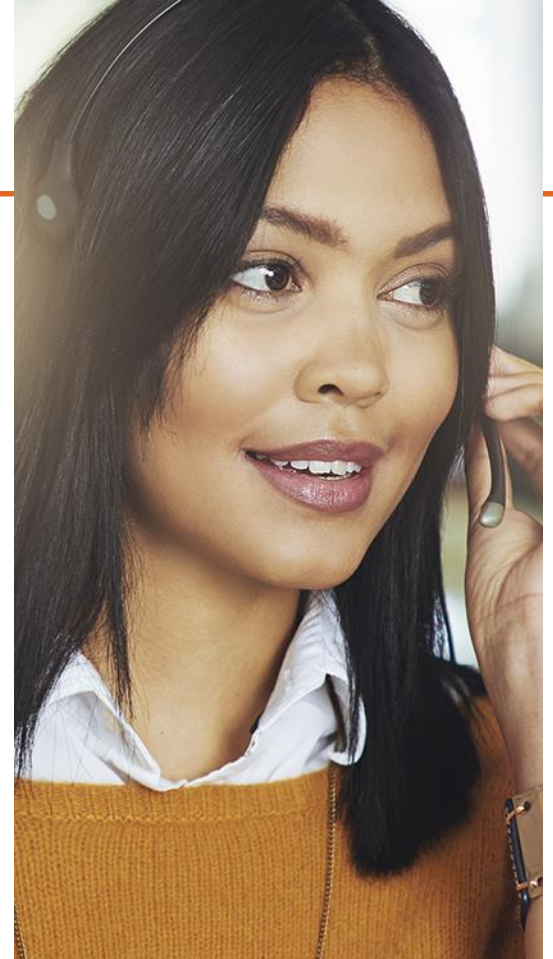
Confidential Counseling

Short-Term Counseling (EAP)

- 5 face-to-face counseling sessions per individual, per issue, per year
- Address issues early
- No cost to the individual
- Confidential
- Voluntary

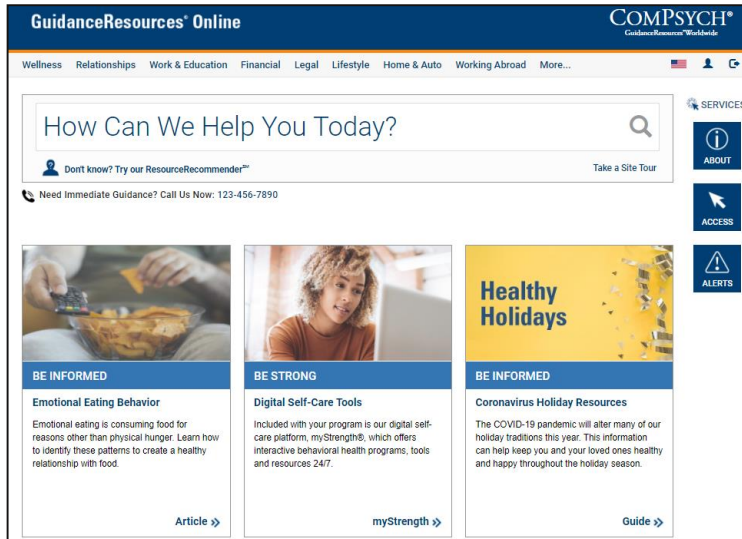
Long-term counseling

- Continuing treatment for long-standing issues
- Refer to medical plan



Optimizing Care Through Technology

GuidanceResources Online & GuidanceNow Mobile App



24-hour access to localized resources for 65 countries



Click to chat or email with master's-level GuidanceConsultants



On-demand training modules available anytime



Discounts through partners for commonly used services



Special topic centers for individuals facing similar issues



Lookup local child/elder care, attorneys, financial experts



Content is organized by life event to reflect common searches



Crisis Portal offers immediate information, support and resources

Website

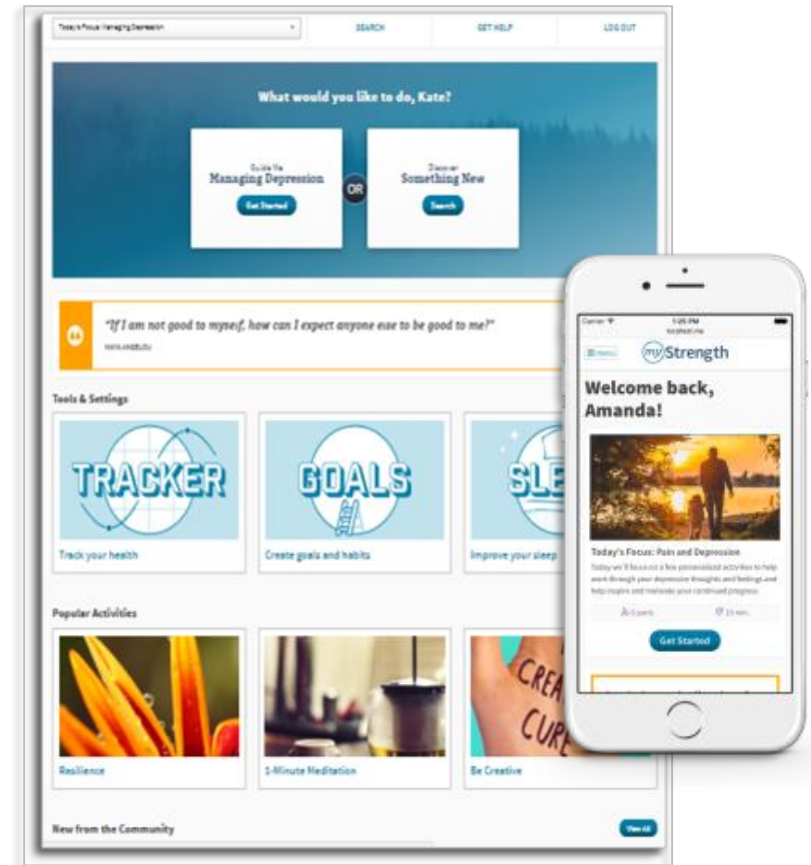
www.guidanceresources.com

Your company web ID: **State of Delaware**

Computerized Cognitive Behavioral Therapy (CCBT)

CCBT on GuidanceResources Online

- **Evidence-based** self-help resources for mental health and overall well-being
- **Interactive modules** to address most common behavioral health issues:
 - Anxiety
 - Depression
 - Insomnia
 - Intense Emotions
 - Mindfulness
 - Opioid Recovery
 - Chronic Pain
 - Drug and Alcohol Recovery
 - Stress
 - Nicotine Recovery
 - Trauma and PTSD
 - Pregnancy and Early Parenting
 - Coping During COVID-19




CCBT Sample Program Outlines

Depression – Program Outline

Depression Program
myStrength's Depression program will teach you simple, every-day skills for improving your mood.

[Continue program](#)



WHAT YOU'LL LEARN

[You Can Do This](#)
By starting this series, you're already on the road to improving your mood. This section will give you an overview of myStrength's tools for overcoming depression.

[See what's inside](#)

[Start Series](#)

[Tuning in to Your Behaviors and Moods](#)
Gain insight into how your behavior and habits affect how you think and feel.

[See what's inside](#)

[Start Series](#)

[Moving in the Right Direction](#)
Use the insight from your activity and mood log to start making tangible, positive change.

[See what's inside](#)

[Start Series](#)

[Recognizing your Depressive Thoughts](#)
Learn how to recognize depressive thinking cycles and begin to challenge them.

[See what's inside](#)

[Start Series](#)


Core Program:

- You Can Do This
- Tuning into Your Behaviors and Moods
- Moving in the Right Direction
- Recognizing your Depressive Thoughts
- Categorizing your Depressive Thoughts
- Challenging Your Depression
- Breaking Through Depression
- Building a Strong Body and a Strong Mind

Anxiety – Program Outline

Anxiety Program
myStrength's anxiety program will teach you simple, every-day skills for managing your anxiety.

[Continue program](#)



WHAT YOU'LL LEARN

[You Can Do This](#)
By starting this series, you're already on the road to feeling better. This section will give you an overview of myStrength's tools for overcoming anxiety.

[See what's inside](#)

[Start Series](#)


Core Program:

- You Can Do This
- Learning to Relax
- Recognizing Your Anxious Thoughts
- Categorizing Your Anxious Thoughts
- Challenging Your Anxiety
- Breaking Through Anxiety
- Building a Strong Body and Strong Mind

Stress – Program Outline

Stress Reduction Program
Lower your stress with three proven techniques.

[Continue program](#)



WHAT YOU'LL LEARN

[Stress Reduction at myStrength](#)
Getting started with the myStrength Stress Reduction Program.

[See what's inside](#)

[Start Series](#)

[Calm Your Body and Mind](#)
Reduce stress and find calm by focusing on the moment and nothing else.

[See what's inside](#)

[Start Series](#)

[Reclaim Control: An Introduction](#)
The way you think about stress changes how it impacts you.

[See what's inside](#)

[Start Series](#)

[Reclaim Control: The 3 P's](#)
A powerful tool to put control back in your hands.

[See what's inside](#)

[Start Series](#)

Core Program:

What is Stress?

- What causes stress?
- What can I do?

Calm your Mind and Body

- Why practice relaxing?
- Relaxation, meditation, visualization, try them out!

Choose Your Perspective

- Locus of Control
- 3 Ps
- Gratitude

Focus on What Matters

- Set Your Values Compass
- Set S.M.A.R.T. goals
- Let Some Things Go

Supplemental Channels

More than 30 additional standalone activities under these themes:

- Stop Worrying
- Mindfulness and Meditation
- Be Positive
- Set Goals

Personalized Activities

- Distance and Commitment
- Mindful Noticing
- Being Inspired
- Guiding Yourself
- Wellness
- Positivity
- Quick Tips
- Relaxation
- Slow Down Your Thoughts
- Spiritual
- Stories of Hope
- Taking a New Approach

Integrated Work-Life



FamilySource

- Unlimited Support
 - Child care
 - Elder care
 - Education
 - Government programs
 - Health/wellness
 - Personal convenience
 - Moving/relocation
- Customized referral packets; full research and availability checks
- Work-life kits available (baby, wellness, retirement, etc.)
- Online content and training resources



LegalConnect

- Unlimited consultation with in-house attorneys
 - Family law
 - ID theft
 - Custody
 - Real estate
 - Contracts
 - Tax questions
- Local referrals
 - In-person consultation
 - Discounted legal fees
- Online content and training resources



FinancialConnect

- Unlimited consultation with in-house financial experts
 - Budgeting
 - Debt
 - Credit
 - Tax issues
 - Retirement planning
 - Real estate
 - Estate planning
 - Saving for college
- Online content and training resources

Program to streamline identity restoration

Provides three integrated levels of restoration assistance:

- Unlimited telephonic legal assistance
- Step-by-step guidance from a staff attorney to complete the restoration process
- Limited power of attorney that allows a staff attorney to complete the restoration process on the victim's behalf

Additional ComPsych services to help victims and families cope with prolonged effects of identity theft:

- Counseling to address emotional issues
- Financial information from staff CPAs or CFPs to address credit issues
- Assistance with work-life needs



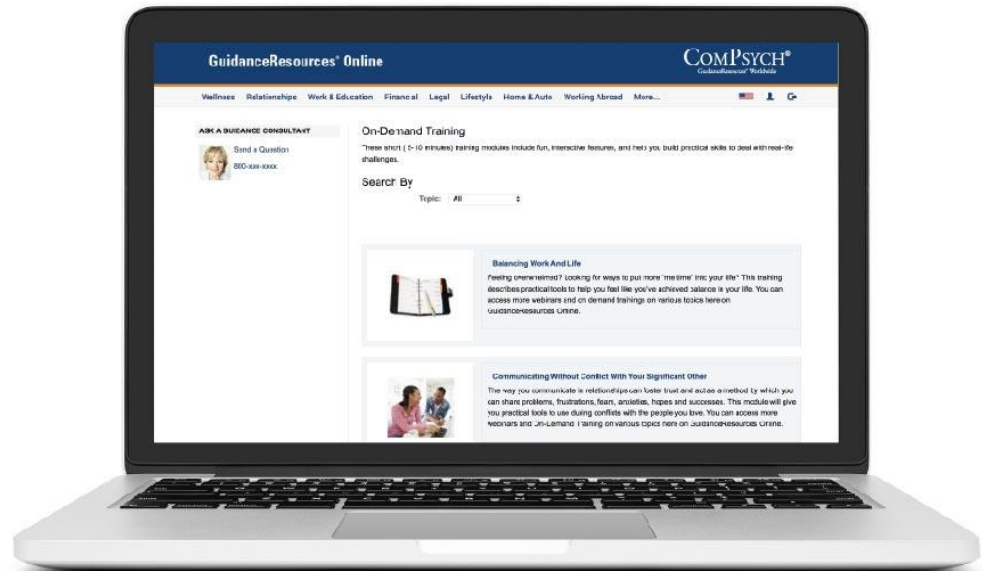
Training and Development Programs

Orientation for employees and managers/supervisors

Work-Life and personal development training sessions

Multiple delivery options

- Face-to-face facilitation
- Live webinar presentations
- Preplanned monthly training schedules
- On-demand digital training modules



Additional Services for Managers & Supervisors



- **Supervisor Consultations**
 - Support for management referrals and manager consults
 - Coordination with HR-specific policies
 - U.S. Department of Transportation (DOT) Substance Abuse Professional Services
 - Fitness For Duty (FFD) Services and Evaluation
- **Critical Incident Stress Management (CISM)**
 - On-site debriefings for employees affected by a traumatic event
 - Purpose is to reduce the probability of long-term emotional or psychological consequences
 - Individual or group sessions
 - To access services, call your toll-free number 24 hours a day, 7 days a week to be connected with a ComPsych CISM coordinator
- **Process Workflows**
 - Documented ComPsych processes for reference and understanding

Toolkit for Managers & Supervisors

Reference Guide:

- Overview of services offered
- Examples of Why People Should Use the Services
- Examples of When an EAP Referral Should Be Considered
- The Manager's/Supervisor Role Defined
- Definition of the Different Types of Referrals
 - Self-Referral
 - Informal Referral
 - Formal Referral
- Program Promotion Options
- Review of Additional Services



GuidanceResources® | Toolkit for Managers and Supervisors

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Managing people in the modern workforce isn't easy. Everyone is busy. Stress is common. Tempers are short. Then a life event—a death in the family, a medical crisis or a need for emergency child care—occurs and work grinds to a halt.

Your GuidanceResources® program is the response to such crises. The program is made available at no cost to you and your employees, including household members, and offers confidential, professional counseling and other resources for resolving personal, family or workplace issues. As a supervisor or manager, you should look at the program as a tool to keep these personal issues from spilling over into the workplace or unduly affecting employee behavior and performance. The program offers many other benefits, including:

- Increased productivity and reduced health care costs through early recognition, intervention and resolution of business and personal problems
- Better retention of valued employees

Here is a common scenario to help you better understand how the GuidanceResources® program can help:

Meet Ellen. She is going through a divorce and has two young children. Ellen calls her GuidanceResources® 24/7 toll-free line.

Roger, a GuidanceConsultant™ (GC), answers the call, talks with Ellen and tries to help her with the divorce.

Roger determines Ellen is experiencing serious symptoms of depression and needs additional after-school care for her children.

Ellen is treated for depression by Dr. Smith.

Ellen interviews and selects an after-school care provider for her child. She also researches several articles on divorce and completes an on-demand training on guidanceresources.com.

GuidanceResources® | Toolkit for Managers and Supervisors

COMPSYCH
GuidanceResources®

What is the manager's or supervisor's role in the EAP?

As management, you are the cornerstone of a successful EAP. You are in the best position to observe your employees' performance, attendance and conduct. It is your responsibility to document any performance issues and to take corrective action, in accordance with your organization's performance review and performance improvement policies.

At the same time, it is not your job to be a professional counselor or best friend. Getting involved in your employees' personal issues can cloud your judgment and make it difficult to treat everyone in a fair, consistent and objective manner.

When an employee's performance falls below acceptable standards, discuss your concerns with Human Resources and develop a course of action, including a referral to the EAP, if appropriate. Referral to the EAP may motivate the employee to seek professional help.

To assist you in managing your employees and to head off personal issues before they escalate, it is highly recommended that you use the materials provided by the EAP. These communication materials may include posters, flyers, HelpSheets™ and other handouts, as well as the GuidanceResources® Online website and mobile application.

How does an employee engage with the EAP?

An employee can utilize EAP services as follows:

Self-Referral

Self-referrals are voluntary referrals by an employee who recognizes a need for assistance and calls the EAP's toll-free number to request services. All voluntary referrals are strictly confidential. Without a signed release by the employee, no information regarding EAP participation will be revealed to any third party.

Informal Referral

Informal referrals are referrals to the EAP suggested by the employee's supervisor or manager as a result of the employee sharing personal issues. As a manager, you should use this as an opportunity to encourage the employee to utilize EAP services rather than providing advice on how the employee can resolve his or her personal issue.

Formal Management Referral

Formal referrals are initiated by management after consulting with Human Resources to ensure that all internal policies are followed. These referrals take place when the employee's personal issues affect work performance or workplace behavior. A formal referral should be exercised only after careful thought and preparation. Human Resources shall contact the EAP to initiate the referral prior to management and Human Resources meeting with the employee.

Please remember that for any type of referral, the toll-free number 877.527.4742 included on all EAP communication materials should be used.

Did You Know...

Workplace stress is estimated to cost American businesses up to \$500 billion a year in lost productivity.

Mental Health America, 2017

Compelling Communications That Engage Employees

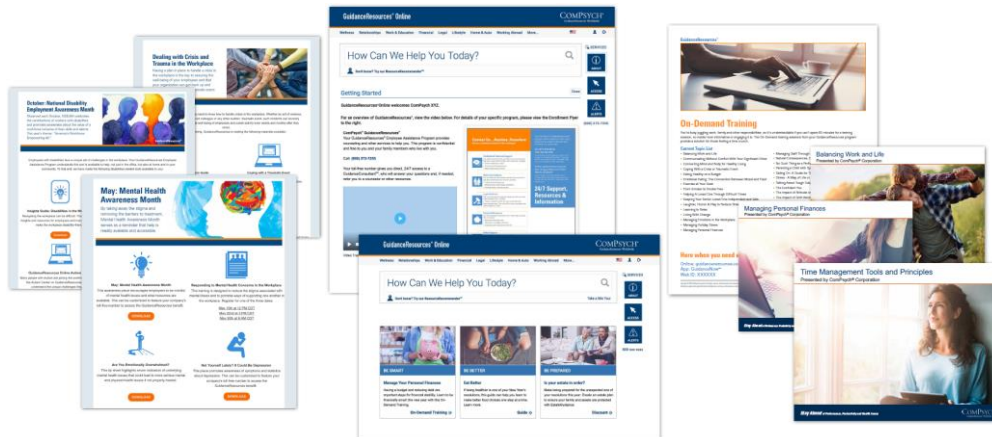
Announcing GuidanceResources®



Ongoing Communications



Digital Communications



Insight and Resource Guides

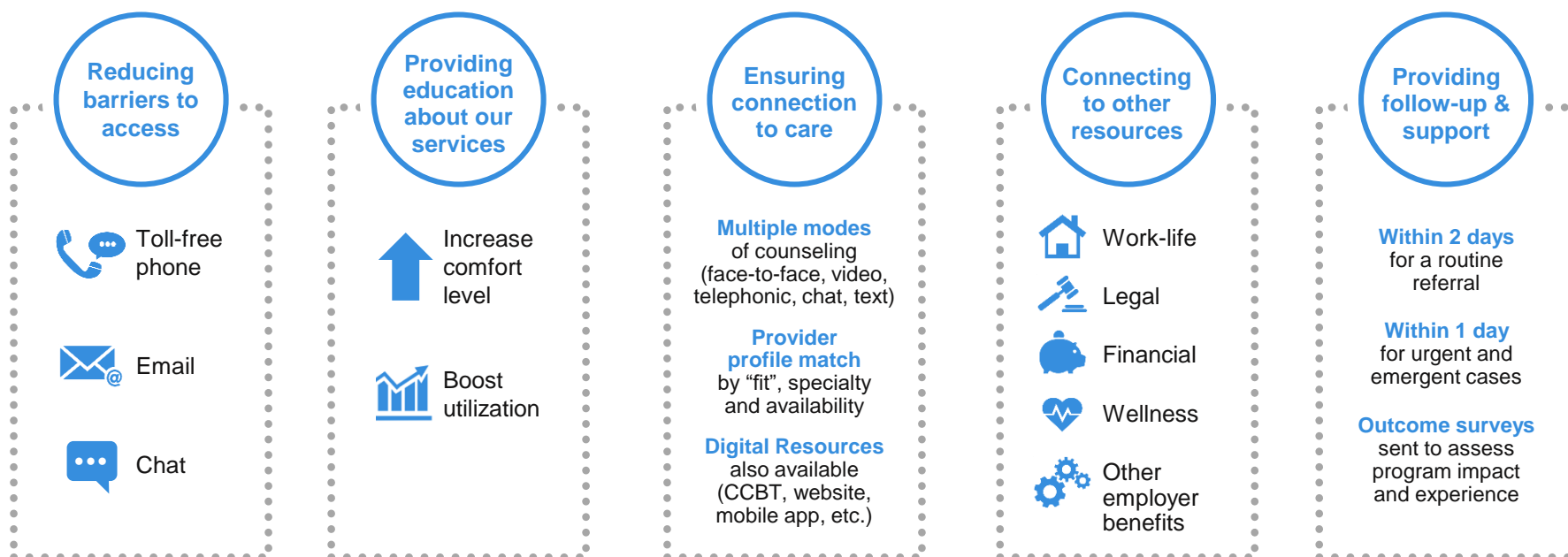


The GuidanceResources Experience

Holistic, Comprehensive and Personalized Process



Our Approach to Meeting Individuals “Where They Are”



Thank You for Attending

Your single source for confidential support, expert information and valuable resources, when you need it the most.

Available 24 hours a day, 7 days a week

Call: **877.527.4742** TDD: 800.697.0353

Online: **guidanceresources.com**

Your company web ID: **State of Delaware**

Mobile App: **GuidanceNow**

